Quick Reference Guide for Small Purchase Charge Card

SPCC SERVICES

Available 7:00 am-8:30 pm EST, M-F, for assistance with SPCC or Cardholder related issues such as resolution of point-of-sale charging issues, account maintenance, cancellations, limit adjustments, receivables questions, consultation regarding a specific program and overall product information.

Telephone: 800-492-4920   **Fax:** 623-492-1777

Option 1: To speak to an Account Administrator.

Cardholder Support:

For Cardholders calling direct: 800-492-4920

Manage Your Card Account online**:**

http://www.americanexpress.com/homepage/corporations.html

Option 1: To speak to an Account Administrator.
Option 2: Option 0.

Establishment Services/Merchant Support:
SPCC Acceptance: 888-Take CPC (825-3272)
Merchant Account Services: 800-528-5200
Software Support Help Desk: 800-671-0971
(Payment Link, Purchase Express, etc.)
Card Authorization: 800-528-2121

AMERICAN EXPRESS @ WORK®

Program Administrator Support: Available 8:00 am-8:00 pm EST, M-F, for American Express @ Work related issues regarding the SPCC program.
Telephone: 800-238-8087

Enter the 15 digit account or basic control number when prompted. If you don't have the number, please hold.
Option 2: For American Express @ Work registration and enrollment process or questions related to online program management such as: submitting a card application, changing account information or canceling the card.
Option 3: For questions related to online reporting such as: viewing reports or data files, or questions regarding reconciliation management.

Option 4: For questions regarding SPCC e-Bill.

Cardholder Support:
Telephone: 800-238-8087

Option 1: For assistance with Manage Your Card Account or other online Cardholder features.

MIS SERVICE CENTER - REPORTING SUPPORT

Available 8:00 am-7:00 am EST, M-F, for support with Core and Enhanced Web report inquiries, consultation on issues, and requests and changes such as: new account set-ups, maintenance (modify/add/delete reports), updates to recipient information (change name/email address/telephone), downloading files, navigation and password resets.
Telephone: 800-542-0995

Option 1: SPCC reporting…then
Option 1: General SPCC Web inquiries.

For information concerning report descriptions, print options, using the Core Report toolkit or American Express @ Work home page, click on Reporting Overview, then click Help.

CUSTOMER SERVICE REPRESENTATIVE CENTRAL

Program Administrator Support: For assistance with control and central bill account set-ups, escalated issues, issues not addressed or rectified by the above listed areas.
Telephone: 800-327-0023   **Fax:** 602-766-5329
Email: CSRCentral@aexp.com

ACCOUNT DEVELOPMENT

Dedicated Account Representative: Shannon Eigenberger
Telephone: 877-266-9590   **Fax:** 877-266-9590
Email: amex@doa.virginia.gov

Manager, Account Development: Leslie Anchor
Telephone: 877-231-9787   **Fax:** 877-231-9787
Email: leslie.l.anchor@aexp.com

Implementation Manager/Merchant Issues: Jeff Urban
Telephone: 877-496-6168   **Fax:** 877-496-6168
Email: jeff.a.urban@aexp.com

COV SPCC Program Analyst: Valerie Smith
Telephone: 804-371-7804   **Fax:** 804-225-3499
Email: valerie.smith@doa.virginia.gov

COMMONWEALTH OF VIRGINIA

Small Purchase Charge Card Program

Quick Reference Guide for Program Administrators

SPCC Program Management Considerations

The Commonwealth of Virginia recognizes cost savings from the American Express Small Purchase Charge Card (SPCC) program, viewing it as being effective to reduce paperwork and streamline purchases of low-dollar goods and services.

As a Program Administrator, the most important things to consider are:

DELEGATION OF AUTHORITY

Agencies must delegate authority when adding or changing a Program Administrator. Fax the Department of Accounts Delegation Authority Form to notify DOA of any information changes.

POLICIES AND PROCEDURES

Develop, disseminate and enforce agency-specific SPCC policies and procedures, and share best practices.

- *Set transaction limits at $5,000 or lower:* Obtain documentation from Cardholder's supervisor to establish limits.

- *Set monthly limits at $100,000 or lower:* Remember to toggle-off "unlimited". Set reasonable limits and adjust if necessary, but stay within established guidelines. Set variances back to 0% under Optional Controls along with selecting the industry restrictions for the card.

SPCC PA TEAM SERVICING

Program Administrators are responsible for the following functions using American Express @ Work®:

- New card issuance

- Card activation

- Dispute Filing – file a dispute; suspected fraud activity; maintenance requests

- Billing Statement orders

MANAGE THE PROGRAM

Management tools are available through American Express @ Work® - a B2B online suite of tools that transforms how Program Administrators conduct business transactions and gain information using e-commerce products.

- *Online program management:* Submit and review applications/access key/cancel cards/inactive cards/suspend cards/limits/accounting information changes/address changes/view a Cardholder's charges/view hierarchies/status tracking overview and search/e-bills/account reinstatements/ online forms and tutorial/ surveys.

- *Online reporting:* Consult on reporting needs and capabilities/obtain recipient ID numbers/set-up, modify or cancel reports/ access standard reports and data files/generate requests for report reprint or reruns.

  Available reports include:

  - Cardholder Activity Report (KP 2000)

  - Cardholder Listing Report (KP 2005)

  - Daily Activity Report (optional via data transmission only)

  - Industry Spending Summary:

    - Current Period/YTD (KP 0101)

    - Preferred Supplier Exception Report (KP 0104)

    - Preferred Supplier Report (KP 2002)

    - Top Industries/Suppliers (KP 0102)

    - YTD Trend Analysis (0100)

  - Minority, Women and Disability-owned Business Report (KP 4001)

  - Sales Tax Report (KP 4000) – view only

    - Cardholder name/number

    - City/State/Zip code

    - Cost center/employee ID/universal number/reference number

    - Supplier name/processing location/reference

    - Process and transaction date/billed amount/base amount/tax amount and rate/ percent of spend/ ship to or take from State or Zip code

    - Product descriptor information

  - Spending Analysis Detail Report (KP 2001)

  - Spending by Tax ID (KP 4002)

SUPPLIER SIGNINGS

DOA, DGS and American Express are partnering to increase supplier enrollment. Frequently check the eVA web site for new supplier acceptance, and view the DOA SPCC web page quarterly for an American Express vendor list in which the Commonwealth conducts business. If vendors are interested in accepting American Express or you would like American Express to contact a vendor on your behalf, please obtain a Vendor Form from the DOA SPCC web page. You or the vendor can complete this form and fax in for additional information.

PAYMENT

The SPCC is a payment mechanism to be used whenever possible. Under-utilization will be reported in the Commonwealth's *Statewide Financial Management and Compliance Report* which is issued quarterly. Always request sufficient documentation for establishing monthly limits and justifying exemptions, as well as for the required annual review of Cardholders. Payment of bill is due by the 14th of the month.